



Custom Blinds and Shutter World  
ABN: 21 536 161 330  
FACTORY / SHOWROOM  
1/8 Ereton Drive Arundel Qld 4214  
Web: [www.customblinds.com.au](http://www.customblinds.com.au)  
Phone: 07 5537 6333  
Email: [sales@customblinds.com.au](mailto:sales@customblinds.com.au)

### **3 YEAR LIMITED WARRANTY PROVIDED TO THE ORIGINAL PURCHASER**

PURCHASER \_\_\_\_\_

PRODUCT \_\_\_\_\_

### **TERMS AND CONDITIONS**

**NOTE\* CONSUMER RIGHTS UNDER THIS WARRANTY SIT ALONGSIDE THE CONSUMER GUARENTEES  
PRESCRIBED UNDER AUSTRALIA CONSUMER LAW WHICH CANNOT BE EXCLUDED.**

**Blinds manufactured by us** are covered for defects in materials, workmanship or failure to operate including operational cords, chains, brackets, internal mechanisms, components, fabric de-lamination.

Defective products or components will be repaired **OR** replaced **AT OUR SOLE DISCRETION.**

**NOTE\*** Period of warranty for fabrics and blinds motors will vary according to the warranty provided by the manufacturer of the selected fabric or motor (see bottom of sheet).

**ALL FABRICS WILL HAVE MINIMUM 2 YEAR WARRANTY.**

### **NOT COVERED**

- Any conditions caused by "normal wear and tear"
- Abuse to the product, such as alterations, misuse or accidental or wilful damage
- Faulty installation when not done by a Custom Blinds employee or authorised contract fitter
- Exposure to elements (sun, wind, storm or rain damage) or discoloration over time
- Failure to follow instructions from the installer/sales consultant with regard to proper use, cleaning and/or maintenance
- Warping through exposure to high humidity (kitchens/bathrooms) and natural variations in grain, colour and texture of products made from natural or processed timber
- Variation to fabric or component colour as a result of different dye/coating batches.
- Fabric flaws which would be judged as minor or relatively obscure by any reasonable person
- Fabrics "running off" due to square window openings
- **Batteries in motors or remote control units**



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**DURING YEAR 1 OF THE WARRANTY PERIOD** validated warranty service will include repair **OR** replacement of the faulty item **AND** cost of removal and re-installation **FREE OF CHARGE**.

**NOTE\* RENTAL PROPERTIES ARE LIMITED TO THE YEAR 1 WARRANTY PERIOD**

**DURING THE WARRANTY PERIOD after YEAR 1**, validated warranty service will include repair **OR** replacement of the faulty item whilst the removal and re-installation will incur a labour charge/call out fee at the rate applicable at the time, plus extraordinary freight charges incurred in procurement of replacement components.

If the customer returns the blind to our workshop for repairs and then re-installs the blind unassisted by us there will be NO charge other than extraordinary freight charges incurred in procurement of replacement components, **PROVIDED THAT IN ALL CASES THE CLAIM IS DEEMED TO BE VALID UNDER THE TERMS OF THE WARRANTY.**

**CUSTOM BLINDS FURTHER WARRANTS TO USE ITS BEST ENDEAVOURS TO ATTEND TO ALL  
OR ANY WARRANTY CLAIMS WITHIN 5 WORKING DAYS FROM LODGEMENT OF A REQUEST  
FOR WARRANTY SERVICE.**

**FOR WARRANTY SERVICE PHONE (07) 5537 6333**

Installed by \_\_\_\_\_ on \_\_\_\_\_ of \_\_\_\_\_ 20\_\_\_\_

FABRIC \_\_\_\_\_ WARRANTY \_\_\_\_\_ YEARS

MOTOR \_\_\_\_\_ WARRANTY \_\_\_\_\_ YEARS